

**RAYCAM Inc.**  
**POLICIES & PROCEDURES**

RAYCAM Inc. dba The Raynham Channel  
420 Titicut Road, Raynham, MA 02767  
Phone: 508-692-9540 Fax: 508-692-9535  
email: michaelheylin@theraynhamchannel.com

**MISSION STATEMENT**

RAYCAM Inc. is an independent, non-profit organization, governed by a volunteer Board of Directors. RAYCAM's mission is to empower all Raynham citizens and institutions to realize their full potential through the medium of cable television, and to encourage and facilitate their fullest participation in the production and distribution of quality programming by and for the Raynham community.

RAYCAM is committed to fostering a welcoming and empowering environment where Raynham citizens may obtain hands-on training in video production techniques and media literacy, and enjoy free access to professional television equipment for the purpose of creating community programming that provides a unique, valuable, and locally-relevant option in non-commercial programming.

Community television can be an invaluable tool for strengthening expression, communication, understanding, and appreciation of diversity in a community, and to this end RAYCAM is especially committed to providing non-discriminatory access to the television medium to all Raynham citizens and institutions.

**CATEGORIES OF MEMBERSHIP** - *All memberships are good for one year*

- ◆ Individual - \$20\_\_\_\_  
1 Vote at Annual Meeting
- ◆ Family (to receive training for up to 4 family members) - \$50\_\_\_\_  
1 Representative with 1 Vote at Annual Meeting
- ◆ Individual Over 65 - \$10\_\_\_\_  
1 Vote at Annual Meeting
- ◆ Current Bridgewater-Raynham School Students – Fee waived (During School Year)  
Non-Voting Members
- ◆ Organizational (Non-Profit) - \$50 (to receive training for up to 4 representatives)\_\_\_\_  
1 Representative with 1 Vote at Annual Meeting
- ◆ Organizational (For Profit) - \$100 (to receive training for up to 4 representatives)\_\_\_\_  
1 Representative with 1 Vote at Annual Meeting

Annual Meeting Date and Time will be announced on The Raynham Channel and on

theraynhamchannel.com at least thirty (30) days prior to Annual Meeting. Votes at annual meeting will be solely for the purpose of selecting new board member(s) in an election or filling a vacant Board Member seat. Board Member terms will be three (3) year terms on a rotating basis. Each year at least one (1) seat will be open for an election. There will be no voting on policy and procedure at Annual Meeting. Annual Meeting may be followed by an Annual Members only appreciation event. Non-Voting members will not be allowed to vote, but will be allowed to attend the appreciation event.

**All membership fees are non-refundable**

**ACCESS RULES**

1. RAYCAM's studio and equipment is available to members on a first-come, first-served basis. Any person, group, organization or institution in the town of Raynham is eligible. Any individuals who work in the town of Raynham or for the Bridgewater-Raynham School District are also eligible.
2. Anyone using RAYCAM must be oriented to the philosophy of access, RAYCAM Inc. Access Rules and Operating Procedures and producer's contracts. Anyone using access equipment must be certified to operate that level of equipment or facility.
3. Programs produced with access equipment and facilities **must be** cablecast on the access channel.
4. Anyone who produces programming using RAYCAM's facilities and equipment retains ownership of the copyrights to that program.
5. RAYCAM's Community Bulletin Board is to be used by not-for-profit and community groups to publicize activities and events.
6. Users of RAYCAM's facilities and/or equipment should only identify themselves as public access community producers, not as employees or staff of RAYCAM.
7. Access users under the age of 18 must have a "Membership Form" signed by a parent on file with RAYCAM.

**ROLE OF THE STAFF**

Successful public access programming depends on participation by many active, trained volunteers who use video communication tools in order to independently reflect their ideas. Because of this, as well as limited staff time, RAYCAM cannot make a commitment to provide video production services for community members or organizations. Staff will assist community members in assembling production crews from among trained and qualified community volunteers. Community organizations planning to do programs on a regular basis are encouraged to form a television production committee, which RAYCAM will then train.

**This policy does not prevent Raynham Community Access & Media inc. from producing**

**programming of community importance on it's own.**

**ON SITE BEHAVIOR**

1. No possession or use of any illegal substances and/or weapons.
2. No one will be allowed to operate equipment or spend time in RAYCAM facilities while using or appearing to be under the influence of alcohol or drugs.
3. Abusive language and/or actions will not be permitted in the access facility. Members, staff and guests are expected to treat each other with dignity and respect.
4. Members will not be allowed to loiter in the access facility. Personal business and phone use should be kept to a minimum.
5. Members are responsible for supervision of guests and children during productions or edit time. Children should not be left unattended in the access center.
6. Pets and non-working animals should not be brought into the access center.
7. Violation of these rules will result in the immediate expulsion from the access facility and property and could result in loss of membership.

**VIOLATIONS**

RAYCAM access members are expected to conduct themselves in a courteous and professional manner whenever using RAYCAM equipment or facilities. The following is a list of some violations of rules and the consequences:

1. Minor Violations

- a. Repeated cancellations, late or otherwise.
- b. Repeated late pickup or return of equipment.
- c. No-show(s).
- d. Mishandling of equipment.
- e. Use of equipment in unsafe environments.
- f. Incomplete return or improper storage of equipment.
- g. Smoking in RAYCAM facilities or around equipment anywhere.

Penalties for minor violations

- 1<sup>st</sup> Verbal warning
- 2<sup>nd</sup> Written warning
- 3<sup>rd</sup> Loss of privileges

2. Major Violations

Major violations will result in the immediate suspension of privileges to use facilities or equipment. Some violations may result in criminal prosecution. A hearing before the RAYCAM Board of Directors will automatically be held upon the suspension. The RAYCAM Board will determine if these privileges will be reinstated.

Major Violations include:

- a. Commercial or for profit use of RAYCAM equipment or facilities.
- b. The misrepresentation as a staff member or employee of RAYCAM Inc.
- c. Knowingly falsifying forms.
- d. Abuse or neglect of equipment.
- e. Taking or use of equipment or facilities without proper permission.
- f. Attempted self-repair of equipment.
- g. Verbal or Physical harassment of staff, directors, or other members of RAYCAM Inc.
- h. Theft of any kind.
- i. Use or possession of alcohol or illegal drugs on RAYCAM property or while in possession of RAYCAM equipment.
- j. The recording of or use of equipment for recording obscene, illegal, or inciting material.

3. Appeals

RAYCAM access members may appeal any loss of privileges by the Executive Director to the Board of Directors of RAYCAM.

**Decisions of the RAYCAM Board of Directors are final.**

**GRIEVANCE PROCEDURES**

Grievances must be typed or written and submitted to the Executive Director in order to initiate grievance procedures. Grievances may occur regarding the assignment of workshop space, channel time allocation, equipment, studio, and facilities use, or any other matter regarding the community access studio, studio personnel, community access volunteer(s) or board members. The Executive Director will decide on a resolution for the grievance. Anyone wishing to appeal the decision of the Executive Director or who feels the situation remains unresolved may contact the Chairman of the Board of Directors. If the grievance is in regards to the Executive Director the grievance should be directed to the Chairman of the Board of Directors.

**PROGRAM CREDIT FOR UNDERWRITING AND GRANTS**

1. Advertising of any kind is strictly prohibited, by policy and by law. Acknowledgement of funding sources such as grantors, businesses, etc. or those providing non-financial support is allowed, but must be placed at the end of the program credits. No mention of funding sources may be made during the program, nor may any signs or visual items be shown within the program.

2. Underwriting of Individual Member Programming: Charitable donations may be used for programming produced by an individual RAYCAM access member. The access member (producer) is accountable to disclose in writing, all funds received and expended for the specific production. 100% of all grants received by an individual must be remitted to RAYCAM and will be paid back to the access member after verification of expenditures. All programs produced using RAYCAM equipment or facility must credit RAYCAM in the end credits. AT NO TIME is RAYCAM to be credited as the producer.

3. Underwriting of Non-Profit Agency Programming: Charitable donations may be given to sponsoring agencies for use in a specific production. The Agency is accountable for disclosing all funds received and expended in the production. 100% of all grants received must be remitted to RAYCAM and will be paid back to the access member after verification of expenditures.

### **GENERAL HOUSE RULES**

1. Please plan your production times according to posted hours so that production and clean up can be completed before closing.
2. No eating and/or drinking in the control room/studio or at the edit suites.

### **PROGRAM CONTENT RULES**

1. Presentation of the following material on community access channels is prohibited:
  - a. Any program or material that is commercial in nature.
  - b. Any material that is intended to defraud the viewer or is designed to obtain money by false or fraudulent pretenses, representations or promises.
  - c. All advertisement of (or information concerning) any lottery, gift enterprise or similar scheme offering prizes dependent, in whole or in part, upon lot or chance; or any list of the prizes drawn or awarded by means of such a lottery, gift enterprise or scheme, whether said list contains any part or all of such prizes.
  - d. Libelous or slanderous material.
  - e. Material that is obscene according to local community standards or is otherwise illegal.
2. Regarding political programs, the following ARE ENCOURAGED:
  - a. Political presentations which are informative in nature such that they state who a candidate is and what a candidate represents in terms of specific ideas, issues and policies.
  - b. Candidate forums.
  - c. Presentations that describe a person's or organization's point of view on a given issue.
3. Regarding Fundraising Programs, the following is permitted:
  - a. Non-profit organizations that are members may produce one (1) fundraising program per year.
  - b. The format of that program may be either a live auction or a live telethon.

### **USE OF EQUIPMENT**

## 1. General Rules:

- a. Equipment is available on a first-come, first-served, non-discriminatory basis.
- b. Cancellation of equipment and facility reservations should be made at least 24 hours in advance, except in cases of emergency. Last minute cancellations may result in loss of privileges.
- c. Any materials for productions, beyond those supplied RAYCAM must be supplied by the user and must be removed after the production. Sets, props and production materials may not be left in the studio.
- d. Individuals using RAYCAM equipment, studio or post-production facilities will not change wiring or components without staff permission or supervision. No attempt should be made to work on or repair equipment. Any damage caused in this manner will be charged to the user! A loss of privileges will result from such equipment abuse.
- e. Individuals using RAYCAM equipment and facilities should report any defects or problems to the staff. Members should fill out a Facilities/Equipment Incident report when problems are encountered.
- f. Producers found to be misusing or abusing the equipment may be asked to repeat training, testing and/or be subject to loss of privileges.
- g. Bridgewater-Raynham students cannot use the RAYCAM studio, editing suites or field equipment without supervision of a Bridgewater-Raynham school district teacher during school hours.
- h. In the case that a Bridgewater-Raynham student is participating in an internship program with RAYCAM rule g may be waived with written permission from the student's Principal or Superintendent.
- i. No smoking, food or drinks should be brought into the control room.

**THIS RULE MAY NOT BE WAIVED.**

## 2. Use of the Studio

- a. Reservations may be made up to one month in advance and should be made at least one week in advance. Reservations can be made in person or by email to a staff person only. Email reservations must be confirmed via an email from a staff member. Leaving a voice message or email without confirmation will not guarantee reservation.
- b. In order to schedule the studios and control rooms, a community user (and all crew members) must be certified for studio production.
- c. No studio production may take place without staff supervision.
- d. Producers are entitled to a maximum of six hours per session with a maximum of 12 combined hours per week in the studio, post-production or editing facilities. Scheduled studio time includes time needed to set up, break down and clean up in studio.
- e. Users must show up on time for scheduled studio productions and must have the studio and control room equipment and sets put away before the end of the scheduled time period. It's generally good practice to allow at least one (1) hour before and after the time needed to tape the actual production for set up and cleanup of the studio.
- f. Users under the age of 18 who wish to schedule the studio or participate in a studio production must have written permission from their parent or guardian. A staff member must confirm with the user's parent or guardian the date and time of studio use. Pickup time must be stated and parents need to pickup RAYCAM member on time. Late

pickups may result in loss of privileges.

### 3. Use of Editing and Post-Production Facilities

a. Reservations to use the editing or post-production facilities may be made up to one month in advance and should be made at least one week in advance. Reservations can be made in person or by phone to any operations staff member. Email reservations must be confirmed via an email from a staff member. Leaving a voice message or email without confirmation will not guarantee reservation.

b. To schedule and use the editing or post-production facilities, a community user must be properly certified for such use.

c. Users under the age of 18 who wish to schedule the editing and post-production facilities must have written permission from their parent or guardian. A staff member must confirm with the user's parent or guardian the date and time of use of the editing or post-production facilities. Pickup time must be stated and parents need to pickup RAYCAM member on time. Late pickups may result in loss of privileges.

d. Producers are entitled to a maximum of 4 hours per session with a maximum of 12 combined hours per week in the studio, post-production or editing facilities. Scheduling outside these parameters will be made at staff discretion. These guidelines are designed to allow everyone equal and fair access to the post-production facilities. Grievances concerning scheduling should be brought to staff attention immediately and should be resolved at that time.

### 4. Use of Portable Video and Audio Equipment

a. Reservations for equipment may be made up to one month in advance and should be made at least one week in advance. Reservations can be made in person or by phone to any operations staff member. Email reservations must be confirmed via an email from a staff member. Leaving a voice message or email without confirmation will not guarantee reservation.

b. Equipment must be picked up and returned previously agreed upon time. Failure to return equipment when due will result in a written warning and subsequent violations may result in loss of privileges in the future.

c. Equipment may be checked out for forty-eight (48) hour periods during the week or longer for weekends or holidays. An equipment use will be applied against each group, organization or institution each time its individual members check out equipment for that entity's use.

d. Eligible users under the age of 18 who wish to borrow portable equipment must have an equipment request form on file signed by their parent or guardian. A staff member must confirm with the user's parent or guardian the date and time of equipment use.

e. Producers holding equipment reservations must follow these check out and check in procedures.

### **Check Out of Equipment**

a. Fill out equipment checklist and sign Equipment Check out form.

b. Assemble and test requested equipment. It is the producer's responsibility to make sure that they have all required cables and connectors to facilitate production.

## **Check In of Equipment**

- a. Equipment must be returned on scheduled time.
- b. Any problems with equipment or damage should be noted on Facilities/Equipment Incident form and brought to the attention of staff.
- c. Users are responsible for loss or damage due to negligence or abuse while the equipment is checked out to them.
- d. Eligible users under the age of 18 who wish to borrow portable equipment must have an equipment request form on file signed by their parent or guardian.

## **FIELD TRIPS**

Any organization in Raynham can request a field trip/tour by filling out the "Field Trip/Tour Request Form". Reservations for field trip/tour may be made up to two months in advance and should be made at least one week in advance. There should be an appropriate number of supervisors for the amount of kids. A good estimate would be 1 adult to every 3 children, but that can vary depending on the age of the children.

## **CHANNEL TIME REQUESTS/CABLECASTING PROCEDURE**

### **Scheduling Procedures**

#### **1. General Procedures**

- a. All requests for channel time shall be processed on a fair and equitable basis. An Application for Cablecast form must be turned in with completed program. Scheduling and cablecast times will be determined by programming staff. If producers have special time requirements or requests they should be noted on the Application for cablecast form.
- b. Users may produce a Single Program or Series.
- c. Each individual program produced and each series produced should have on file at RAYCAM a Membership Form and Indemnification in which the producer is solely responsible for program content and holds RAYCAM (and its officers, directors, employees and agents) harmless from liability or legal fees and expenses incurred as a result of cable casting.

#### **2. Series Scheduling**

- a. Regularly scheduled "series" time slots will be allocated at the discretion of staff provided ample time remains available for other community programming requests.
- b. "Series" may be required to reapply each year. If a series producer fails to produce new original programming for more than two consecutive weeks or regularly fails to have the program ready for scheduled cablecast, the time slot may be reassigned to other users.
- c. A series may be weekly, bi-weekly or monthly.

### **Appeals for Programming**

RAYCAM access members may appeal scheduling decisions made by the Executive Director to the Board of Directors.



## **CABLECAST STANDARDS**

### **All Programs must be in DVD format**

#### Label

Before cable casting, all DVDs must be clearly labeled with the following information:

- a) Title of program
  - b) Segment name, date and exact TRT (total running time) in minutes and seconds on face label.
- A staff member will teach the access user on Lightscribe.

#### End Credits

- a) Appropriate credits
- b) The Raynham Channel credit: "Produced at the Raynham Channel, Raynham, MA"
- c) Copyright year

## **COSTS**

RAYCAM will supply SD cards to record programs on and a DVD to finalize shows at no cost to the access user. RAYCAM owns the DVD for cable casting purposes.

Additional copies may be purchased for \$10 per DVD or tape (if needed).

There may be costs involved for sets, props and additional equipment etc. The producer is responsible for the costs associated with the production. It is recommended and encouraged that producers seek charitable contributions, donations, in kind service and underwriting/grants.

## **OWNERSHIP**

All programs and their content remain the property of the community producer(s). RAYCAM reserves the right and will keep archival copies of all material produced or aired. RAYCAM reserves the right to cablecast that material as many times as it wishes in perpetuity. Any program, which is produced using RAYCAM equipment, and/or facilities, which is sold, given, or extracted, shall not be excluded from cablecast. RAYCAM will not release the rights of cablecast for any material for any reason.

Non-locally produced material must include name of individual or non-profit organization sponsoring the program, local address and telephone number of local sponsor, and name of producer.

## **HARASSMENT POLICY**

To insure a fair and professional atmosphere for everyone, RAYCAM Inc. has instituted a policy of harassment that all volunteers and guests must adhere to. All harassment complaints should

be directed to the Executive Director immediately. RAYCAM Inc. and the Executive Director hold the right to immediately suspend all community access privileges to anyone committing a violation of the harassment policy.

No individual or group may verbally, physically or by any other means cause harm or harass any RAYCAM Board Member, its staff and/or volunteers. Any harassment or discrimination based on race, sex, age, physical disability, religious or political belief, or sexual orientation is strictly prohibited.

### **RULES NOT DEFINED HEREIN**

Any other issues that occur on a day-to-day basis are the decision of the Executive Director or senior most staff member onsite. Any users that do not agree with the ruling by staff are encouraged to follow the grievance procedures stated above.

### **INSURANCE REQUIREMENTS**

All RAYCAM equipment is insured. RAYCAM access members are responsible for all equipment signed out to them. In the event of an accident it is imperative that the following information be compiled. Failure to provide this information to RAYCAM may result in non-payment by the insurance company and the access member would pay replacement or repair of the equipment:

1. A police report must be filed in the town or city in which the theft occurred.
2. Equipment cannot have been left unattended.
3. Equipment cannot have been left in a hazardous situation.
4. There must be proof of unauthorized forcible entry into the vehicle or location where the equipment was stolen.
5. Equipment must not have been left in a vehicle overnight.

If the insurance company honors the claim, the access member is still responsible for payment of the deductible.

### **INDEMNIFICATION**

Any user of the RAYCAM facilities, equipment, and/or channel time shall indemnify and hold harmless RAYCAM Inc., its officers and staff, the town of Raynham, and the Bridgewater-Raynham school district against any and all liability claims arising out of the breach of the "RAYCAM Membership Form".

Adopted by RAYCAM Board of Director's on: \_\_\_\_\_